

**VISTA@CARE**  
CHILDCARE BENEFITS FOR VISTA MEMBERS

**ADMINISTRATIVE MANUAL**



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## APPLICATION AND RELATED FORMS

# CHILD CARE BENEFITS

## FOR VISTA MEMBERS

### WHY CHILD CARE BENEFITS?

The Corporation for National Service recognizes the importance of supporting the entire family as its Members strengthen communities through service and develop the ethics and skills needed for productive, active citizenship. Childcare benefits are designed to assist Members and to support the developmental needs of their children. Thus, childcare needs to be consistent to ensure the success of the Member's service and to create a positive experience for their children.

**Childcare benefits through VISTA are based on four (4) guiding principles:**

1. AmeriCorps Members who are parents should receive immediate assistance in selecting quality childcare to support their placement into community service.
2. Continued success in community service requires high Member satisfaction with childcare services.
3. Members are best supported by receiving community-based childcare services, that are easily accessed.
4. High-quality support for Members should be cost-effective and avoid redundancy.

While not all programs will elect to use all the benefits described below, working together, to ensure that Members are satisfied and children receive quality childcare, is essential. **The National Association of Child Care Resource & Referral Agencies (NACCRRA)** will administer the childcare benefits for the Corporation for National Services through the **VISTA@CARE** voucher management program.

### DESCRIPTION OF CHILDCARE BENEFITS

**VISTA childcare benefits are available to all full-time Members who are income eligible, whose children are younger than thirteen (13) years of age, and who need child care to be paid for in order to participate in VISTA. Members may use these benefits to pay for a variety of types of childcare such as Family Day Care Homes or Center based childcare. In planning for the amount of childcare needed members should include transportation time to and from program sites in addition to those hours in VISTA service. The childcare allowance is based on the local market rates established under the Child Care & Development Fund (CCDF), a federally funded, state administered program, which differs from state to state and community to community. However VISTA@CARE has a maximum childcare allowance of up to and not exceeding \$300.00 per month, per VISTA member regardless of the number of children in the family who need childcare. VISTA@CARE requests that Caregivers selected by Members accept these rates and not charge additional fees for childcare.**

### SUMMARY OF BENEFITS

Through **VISTA@CARE** full-time VISTA Members can access the following services:

1. **Courteous, hassle-free, and efficient processing of each Member's Childcare Eligibility Application. This includes prompt verification of income eligibility, contact, and negotiation of childcare fees with selected qualified Caregiver(s) and timely, direct reimbursement of childcare fees to the Caregiver.**
2. Thorough consultation, from a Child Development Specialist located in the community where childcare is needed and a detailed review of all available options for childcare in the community.
3. Consumer information about the quality of childcare and how to evaluate it.

**In situations where VISTA programs have developed alternate methods of identifying childcare, VISTA@CARE will work with the Program Officer to ensure that the selected Caregiver is qualified to receive reimbursement for services rendered.**

As VISTA@CARE and VISTA Program Officers work together to support Members, a toll-free telephone number allows direct communication between the two. Program Officers are encouraged to call 1-800-793-0324 for technical assistance in accessing childcare for their Members. Office hours are Monday through Friday from 8:30 am – 5:30 pm (Eastern Standard Time).

#### **WHO IS ELIGIBLE FOR CHILD CARE BENEFITS?**

To receive VISTA@CARE benefits, VISTA Members must satisfy all of the following requirements:

- **Serve as a full-time member in a VISTA program.**
- **Be the parent or documented legal guardian of a child who is under 13 years of age, who resides with the Member.**
- **Need childcare to be paid for in order to participate in the VISTA Program.**
- **Have a family income that meets guidelines set by the CCDF in the Member's state of legal residency.**

#### **OVERVIEW OF RESPONSIBILITIES FOR CORPORATION STATE OFFICE**

## **INTRODUCTION**

The purpose of this section is to provide Program Officers with a concise overview of the most important steps to the successful placement of a child in a quality childcare setting. If both the Program Officer and the Member complete these steps promptly and thoroughly, the search for childcare and the application for the childcare benefit should be hassle-free. Please note that this is an overview of the entire process. For further clarification or questions about the benefits and the application process you may contact VISTA@CARE at 1-800 793-0324, Monday through Friday, from 8:30 am to 5:30 pm Eastern Standard Time (EST).

## **Getting Started**

#### **STEP: 1-ORIENTATION**

The Program Officer should provide a childcare benefit orientation for each Member. This can be done individually or in a group. The orientation should be designed to (1) provide the Member with the information needed to successfully choose a Caregiver that meets their needs, (2) allow the Program Officer to effectively gather essential information necessary to determine the Member's eligibility to receive childcare benefits through VISTA@CARE and (3) to distribute all forms the Member will need to apply for the childcare benefit.

**The Program Officer should provide the Member with all necessary information by:**

- **Thoroughly describing and explaining all childcare benefits, covering each point listed above under "Description of Benefits"**
- **Outlining VISTA@CARE procedures and processes for accessing childcare benefits.**
- **Discussing the expectations of the VISTA service program in which the Member is enrolled.**

**The Program Officer should ensure all necessary information about the Member's eligibility is obtained by:**

- **Verifying that the Childcare Eligibility Application (included in Program Officer's Child Care Packet) is understood by the Member and completed in full by both Member and Program Officer.**
- **Obtaining from the Member, current gross income information for *all* family members, to determine income eligibility. This consists of *most recent* pay stubs from four (4) consecutive weeks of pay.**

## **STEP: 2 - VERIFICATION**

The verification process includes a review and confirmation by the Program Officer that all information gathered concerning the Member's gross family income, family size and eligibility is complete and accurate. This portion of the process is dependent upon truthful, self-declaration by the Member concerning family income, family size, and childcare subsidies.

Based on documents presented, the Program Officer confirms and verifies that all information, including the computation of income is accurate and that the Member attests to the accuracy of the information by signing the Childcare Eligibility Application. More specifically, the Program Officer should take the following steps in order to avoid any discrepancies or inconsistencies in the Member's application for childcare benefits:

- Carefully check the Childcare Eligibility Application and related forms for completeness and accuracy.
- Confirm the Member's eligibility based on four (4) critical pieces of information: family size, computation of family income, number of hours being served in AmeriCorps (i.e., full-time status), and childcare subsidies from other sources. Members are not eligible for benefits through VISTA@CARE if already receiving a childcare subsidy from another source.
- Ensure the Member reads, signs, and dates the Member Certification (Page 2 Section A, of the Child Care Eligibility Application)

## **STEP 3: - CERTIFICATION**

During the certification process the Program Officer certifies that, based on the information presented, the Member is eligible for childcare benefits. In determining eligibility for childcare benefits, the Program Director must be sure that the Member meets the following criteria, based on the self-declared information on the eligibility application, as stipulated by the Child Care & Development Fund (CCDF) Act of 1990 (45 CFR 98 et al.):

1. Member must reside with and be the parent or legal guardian of a child who is under the age of 13 years. (If legal guardian, Member must supply supporting documentation.)
2. Total family income for the household must be within the state's CCDF eligibility guidelines for a family of the same size. VISTA@CARE will provide the Program Director with a table showing the state's income eligibility guidelines.
3. Member is *not* currently receiving childcare assistance from another source.

Once the Member is certified and determined eligible for childcare benefits, the Program Officer must mail the complete and signed original application, all related forms, and copies of supporting documents to VISTA@CARE for processing. It is important that this is done immediately so that Caregivers receive initial reimbursements as soon as possible, after the application is approved and processed. Applications may *not* be faxed. Please keep a copy of the application, forms and other documents for your files.

**PLEASE NOTE:** A properly completed and submitted application requires 3-4 weeks from the date of receipt to be processed.

Once the application has been approved and processed, the Caregiver and Member will each receive a packet that includes a manual, VISTA@CARE policies, and other important information. In addition, the Member will receive a booklet of childcare reimbursement coupons. The Caregiver and the Member will be required to verify childcare services rendered during the *prior* month (s), by submitting a complete and accurate coupon (one for each month) to VISTA@CARE. Reimbursements are mailed on the 15<sup>th</sup> of each month. In cases where the 15<sup>th</sup> falls on a weekend or holiday, reimbursements are mailed the following business day. Initial Caregiver reimbursements may not be received in time to be processed by the 15<sup>th</sup> of that month. However, all efforts are made to ensure that the childcare benefit application and related forms are processed in an efficient and timely manner.

#### **MEMBERS WITH EXISTING CHILDCARE ARRANGEMENTS**

In some cases, the Member is already using the services of a Caregiver prior to submitting the Childcare Eligibility Application. **Please be aware that in these cases VISTA®CARE must first confirm that the Caregiver is considered qualified, according to the state's CCDF guidelines, to receive childcare reimbursements.** This can only be accomplished after the application and all related forms and supporting documents have been received from the Program Officer. Once these are received, a VISTA®CARE Childcare Coordinator will:

1. **Confirm the Member's eligibility by contacting them and reviewing the Childcare Eligibility Application, related forms and supporting documents.**
2. **Contact the Caregiver to thoroughly review the Caregiver Information and Registration Form.**
3. **Confirm that the Caregiver is qualified, according to the state's CCDF guidelines, to receive childcare reimbursements from VISTA®CARE. In some cases, this may include verifying the status of the Caregiver's license/registration with the local licensing agency.**
4. **Explain the reimbursement process to the Member and Caregiver.**
5. **Mail the Member's Welcome Packet which includes the childcare coupons, instructions for completing them with the Caregiver, and other pertinent information.**
6. **Mail the Caregiver's Packet, which includes instructions for completing childcare coupons with the Member, and other pertinent information.**

#### **MEMBERS WITHOUT EXISTING CHILDCARE ARRANGEMENTS**

Members who require assistance in selecting childcare services should contact a VISTA®CARE Childcare Coordinator. The Childcare Coordinator will:

1. **Link the Member with the Child Care Resource and Referral Agency (CCR&R) in their Area. That agency will briefly review the Member's childcare needs and make referrals to several Caregivers who meet those needs.**
2. **Explain the Caregiver Information and Registration Form to the Member, which must be completed and signed by the selected Caregiver, the Member, and the Program Director.**
3. **Explain the rest of the application process.**

# TYPES OF CAREGIVERS

**NOTE:** The Corporation for National Service strongly supports parental freedom of choice in selecting an appropriate Caregiver.

A qualified Caregiver is one who is considered “legal” by the state in which they reside. Each state has its own regulations and guidelines regarding legal childcare. Refer to the State Summary Sheet in the Program Officer’s Childcare Packet for help in determining a Caregiver’s legal status. VISTA@CARE is bound by these regulations and by the Corporation for National Services, to *only* reimburse Caregivers considered legal in each state. The following are examples of Caregiver types considered to be legal in most states.

## **Childcare Center**

Established licensed setting where children are cared for in a group away from their homes for all or part of the day. Childcare Centers include nursery schools, preschools, and Parent Cooperatives. The objectives of Centers vary, from taking care of children whose parents are working, to preparing the children for school. Childcare Centers provide care for groups of children ranging in an age from infancy through school age.

## **School-Age Program**

A program offering before and/or after school care to children enrolled in kindergarten or higher grades. These programs may operate from school buildings or other licensed facilities and may be operated by the school itself, parent groups or local Childcare Centers. The purpose of School-Age Programs is primarily to provide care for children during such times of the day when regular school classes are not in session. They are not intended to extend or replace regular school classes.

## **Head Start**

Head Start is a federally funded, comprehensive child development program for low-income preschool children. VISTA@CARE does not pay for Head Start programs.

## **Family Day Care Home**

A private home where an adult cares for children from infancy through school age. The care is provided at the home of the Caregiver (not in the child’s home). Family Day Care is licensed or registered by the state in which the Caregiver resides. The number of children allowed in a Family Day Care Home varies depending on the number of adults providing care in the home setting.

## **Group Child Care Home**

A private home where two or more Caregivers provide childcare services and education for seven (7) or more (usually a total of about 12) children in a private home and who employ one or more paid assistants to meet child-to-staff ratio requirements. Group Day Care is licensed or registered by the state in which the Caregivers reside.

## **In-Home Child Care**

Care provided by a non-relative who comes into the child’s home to provide care. Sometimes the Caregiver brings his/her own children. Generally speaking, the Caregiver provides services through a personal agreement with the parent(s) and works without training or professional affiliations. (May not be legal in your state).

### **Relative Care**

Care usually provided by an aunt, uncle or grandparent of the child. Care may be provided in the relative's or the child's home. (May not be legal in your state. Contact VISTA@CARE for more information).

**While Member choice is emphasized in identifying childcare through VISTA@CARE, regardless of the type of Caregiver selected, it must be determined that the Caregiver is qualified as per CCDF regulations, to receive reimbursements from VISTA@CARE.**

### **CAREGIVER RATES**

The Corporation for National Service follows the **CCDF** regulations for administering the childcare benefit. The **CCDF** requires individual states to determine a local market rate for childcare. This rate is determined according to the age of the child, type of childcare setting, the state and/or county, district or region in which childcare is provided, and the number of hours that childcare is provided. There is no standard or national market rate; therefore rates differ widely from state to state. **However, VISTA@CARE has a maximum reimbursement of up to \$300.00 per month, per VISTA Member.**

*We encourage Members to select a Caregiver who is willing to accept the rate(s) or the maximum allowance that VISTA@CARE is able to reimburse. Otherwise, the Member is responsible to pay the difference and must sign a waiver that releases VISTA@CARE from paying the additional fees. The Caregiver and the Member must settle the terms of the additional payment in a separate agreement between themselves.*

### **CHANGING CAREGIVERS**

**While considering changing Caregivers, it is very important for the Member to keep in mind that, as with the first Caregiver, VISTA@CARE must determine the new Caregiver qualified according to the state's CCDF guidelines.**

**As soon as a Member begins to make plans to change from one Caregiver to another, the Member must do the following:**

- 1. Notify the Caregiver at least 15 calendar days before making the change.**
- 2. Notify VISTA@CARE at least 15 calendar days before the change to occurs. This ensures sufficient time to complete the steps necessary to terminate reimbursements to the "old" Caregiver.**
- 3. VISTA Members may not utilize more than two (2) caregivers at one time. In addition, VISTA@CARE cannot pay more than one caregiver for the same child for the same period of care.**
- 4. Complete the Caregiver Change Request Form and the Caregiver Information and Registration Form for the new Caregiver. Be sure that all sections of both forms are complete and accurate, and that they contain all necessary signatures. Finally, submit the original forms (no copies) to VISTA@CARE.**

Reimbursement to the new Caregiver will begin once all required forms have been received, the change has been approved, and the paperwork has been processed.

### **COMPLAINTS REGARDING CAREGIVERS**

All complaints regarding possible misconduct by a Caregiver, up to and including abuse or neglect should be reported immediately to the state's local licensing authority. The Member may also contact their local **CCR&R**. The CCR&R is experienced in handling these situations in a highly confidential and professional manner, and in quickly investigating and resolving such delicate issues. Members are also encouraged to report all concerns regarding possible safety hazards, adverse Caregiver practices, quality of childcare, etc. to their **CCR&R**. If assistance is needed in locating a local **CCR&R**, please contact **VISTA@CARE**.



## **INSTRUCTIONS FOR COMPLETING THE APPLICATION AND RELATED FORMS**

A member must complete 3 primary forms in order to apply for childcare benefits:

1. *Child Care Eligibility Application* ⇒ **completed jointly by the *Program Officer and the Member* and signed by both (2 pages).**
2. *Caregiver Information and Registration Form* ⇒ **completed jointly by the *Member and the Caregiver* (2 pages) and signed by the Member, the Caregiver, and the Program Officer.**
3. *Reminder Sheet* ⇒ **Initialed and signed by the *Member*.**

### **INSTRUCTIONS**

Childcare Eligibility Application, Side 1

Using the check boxes at the top of the application, indicate if this is an initial, re-determination or returning-year application. Check the re-determination selection only when a member is already receiving childcare benefits but has had a change in status (family income increases, family size changes, VISTA hours decrease, etc.).

### **SECTION A: MEMBER AND HOUSEHOLD INFORMATION**

1. **Member** ⇒ Enter the Member's name, social security number, date of birth, and home and work telephone numbers.
2. **Mailing Address** ⇒ **Enter the Member's mailing address, including city, state, and zip code.**
3. **Persons in the household** ⇒ **List all adults and children (spouse, relatives, friends and all others) who reside in the Member's home. Members must submit Birth Certificates for all children for whom childcare is being requested.**
4. **Are you currently receiving public subsidy for childcare?** ⇒ **Member must answer "Yes" or "No." Member is not eligible for childcare through VISTA@CARE if receiving a subsidy for childcare from any other source. If the Member is receiving a childcare subsidy at the time of application, that subsidy must be terminated before VISTA@CARE can begin reimbursements to the Caregiver. The Member must provide documentation stating the date the previous childcare subsidy was terminated. VISTA@CARE only reimburses the Caregiver after the termination date of the previous subsidy.**
5. **Family Size** ⇒ **Enter the number of adults in the household, the number of children in the household and the total of all.**

### **SECTION: B - FAMILY INCOME**

**This section must be completed in its entirety. Proof of all income must be included when submitting the application. This information applies to the Member and everyone else in the Member's household. In each category of income, enter the total for the *most recent* four (4) consecutive weeks.**

1a. **Gross Wages and Salary (Applicant)** ⇒ **Enter total monthly living allowance from VISTA. When submitting application, please include proof of living allowance.**

1b-d. **Gross Wages and Salary (Spouse or Other Household Member)** ⇒ **Enter total income received from employment. When submitting application, please include proof of income for the *most recent* four (4) consecutive weeks.**

2. Pension, Retirement, Social Security Benefits. ⇒ **Enter the total income from Social Security and any other private pension benefits. When submitting application, please include proof of such benefits.**

3. Unemployment, Workers Compensation ⇒ **Enter the total unemployment benefit and any Workers Compensation. When submitting application, please include proof of such benefits.**

4. Public Assistance (TANF/AFDC) ⇒ **Enter the total Public Assistance benefits. If you are unsure of what benefits you are receiving or how your Public Assistance benefits will be affected by your participation in the AmeriCorps program, please contact your Public Assistance Case Worker for assistance. When submitting application, please include proof of Public Assistance benefits.**

5. Child Support, Alimony ⇒ **Enter the total of these payments. When submitting application, please include proof of such payments.**

6. Other ⇒ **Enter any other sources of income (part-time job, etc.) and the amount. When submitting application, please include proof of such income.**

7. Total Income 1-7 ⇒ **Enter total of all income received by all members of the household (categories b-d).**

**NOTE: See your state's Summary Sheet in the Program Officer's Childcare Packet to determine which categories are to be included as income.**

**Read the statement regarding public subsidies at the bottom of the application (page 1).**

Eligibility Application: Side 2

#### **STATE PROGRAM OFFICER AND PROGRAM INFORMATION**

1. Enter the State Program Office information.
2. Enter the VISTA work site information: supervisor's name, area code and phone number.
3. Enter the complete address of the VISTA work site.
4. Enter the Member's start date and projected end date. **DO NOT LEAVE THIS BLOCK BLANK. We must have this information in order to process the file. Also indicate what year/term the member is currently serving.**
5. Check "Yes" or "No" if the Member will be required to work holidays, evenings and weekends.
6. Please list a name and telephone number for contact.

#### **CERTIFICATIONS**

- A. Member Certification ⇒ **Have the member read, sign, and date this section**
- B. Program Director Certification ⇒ **Program Director must read sign, date and print name legibly. Also enter Member's name where indicated.**

Caregiver Information and Registration Form: Side 1

The Caregiver must complete and sign this form. The Member and Program Officer must also sign it.

Caregiver Name ⇒ **Enter the name of the individual/business/organization that will be providing childcare services.** IMPORTANT: The name entered here will be the name that shows on the Caregiver's reimbursement check. The Caregiver must also use this name when completing childcare coupons for reimbursement.

Date of Birth ⇒ **Enter the birth date of the Caregiver. (This does not apply to businesses or organizations.)** In most states, Caregivers must be 18 years or older. If the Caregiver is a *relative* or *non-relative individual*, please supply their birth certificate, driver's license or non-driver's ID.

Mailing Address For Reimbursements ⇒ **Enter the complete address where the caregiver wants reimbursements to be mailed.**

Address Where Care is provided ⇒ **Enter the address where care will be provided if different from the mailing address.**

What County ⇒ **Enter the caregiver's area code and telephone number in this section.**

Social Security Number ⇒ **Enter the Caregiver's Social Security Number.** If the Caregiver is a *relative* or *non-relative individual*, please submit a copy of their Social Security card. If Caregiver uses a Federal Employee ID number (usually applies to licensed and registered Caregivers), enter it under Fed ID number.

Check the type of Caregiver ⇒ **If Family Day Care Home, check FDC; if Center, check Center, if Group Day Care Home, check Group Home.**

Regulatory Status ⇒ **Check Licensed/Regulated if licensed, regulated, or registered. Check exempt if exempt from any type of licensing or regulation. Caregivers must meet state regulations and guidelines to be considered legally exempt.** . Relative and non-relative Caregivers must check exempt.

Childcare License/Registration Number. ⇒ **Enter license or registration number if licensed or registered by the state. Please submit a copy of the license or registration.**

Start and End Date of Care ⇒ **Caregiver should enter start and date of care and the AmeriCorps VISTA Member's name.**

#### **NAME OF CHILDREN TO BE CARED FOR**

List the name, social security number, date of birth, and gender of each child this Caregiver will provide services for. *Please be sure that all children listed in this section are also listed on the Child Care Eligibility Application.* Check the corresponding child's box and days of care in the next section. Include the hours during which care will be provided.

#### **TO BE COMPLETED BY FAMILY DAY CARE HOMES, GROUP HOMES, AND EXEMPT INDIVIDUALS ONLY (This section does not apply to CENTERS)**

**Enter the total number of *all children* the Caregiver provides services for and their relation to the Caregiver.** *This includes the children of parents who are not VISTA Members.*

#### **CAREGIVER INFORMATION AND REGISTRATION FORM, PAGE 2**

The Caregiver and the Member must read these sections thoroughly and sign and date in the appropriate sections. The Program Director must print name, and sign and date the section in the Program Director Certification.

**IMPORTANT: Forms submitted which are not complete with signatures and supporting documentation will be returned, thus delaying processing of the application. Please mail the originals of completed forms. Do not send photocopied or faxed applications.**

## **VERIFICATION OF MEMBER ELIGIBILITY DURING THE PROGRAM**

During the Member's term of service, situations may arise which affect childcare benefits. These changes include, but are not limited to the following:

- ☒ **Change of Caregiver**
- ☒ **Caregiver or Member elects to terminate childcare services**
- ☒ **Member's service hours change, affecting status (i.e., a full-time Member becomes part-time).**
- ☒ **Gross family income changes**
- ☒ **Family size changes**
- ☒ **Marital status changes**
- ☒ **Member no longer has legal custody of a child**
- ☒ **Member no longer needs childcare to be paid for in order to participate in VISTA**
- ☒ **A child turns 13 years of age.**
- ☒ **Member is excessively absent (affecting number of service hours).**
- ☒ **Member is terminated or resigns from VISTA.**

**NOTE: The Corporation for National Service holds State Program Officers directly responsible for keeping the Corporation and VISTA@CARE apprised of any change in Member status affecting eligibility for childcare benefits.**

The Program Officer must re-determine the Member's eligibility for childcare benefits on a regular basis. **During the Member's term of service, it is essential that all key information be reviewed, as some changes may affect eligibility for childcare benefits. This also prevents reimbursements from being issued to a Caregiver on behalf of a Member who is no longer eligible for the childcare benefit.**

**As soon as a change occurs in any of the above areas, the Member must complete a new Child Care Eligibility Application and be sure to check the box at the top marked "RE-DETERMINATION".**

**The application must then be submitted to the Program Officer for signature and mailed to VISTA@CARE. If members are found to be ineligible for benefits, the Program Officer must immediately notify VISTA@CARE by phone, followed up in writing.**



**NOTE: As supported by the Corporation for National Service, costs incurred due to the failure of a State Program Officer to immediately inform VISTA@CARE of any change in a Member's status, may be charged directly to the VISTA program or its funding organization.**

## **TERMINATION OF SERVICES**

NOTE: As supported by the Corporation for National Service, costs incurred due to failure of a Program Officer to immediately notify VISTA@CARE of a Member's resignation or termination, may be charged to the VISTA Program or to the Grantee/Funding Organization.

**In the following situations the Program Officer is required to notify VISTA@CARE immediately:**

- 1. Member leaves the Program whether by termination or resignation, thereby losing benefits.**
- 2. Member is denied benefits due to change in status or income.**
- 3. Member is excessively absent from Program, thereby affecting number of service hours.**
- 4. Member no longer needs childcare *to be paid for* in order to participate in VISTA.**

**The Program Officer must complete a Termination of Child Care Benefits Form (if possible, with the Member) and promptly forward it to VISTA@CARE.**



## **CLOSE OF PROGRAM YEAR**

**Again, as supported by the Corporation for National Service, costs incurred due to a Program Officer's failure to immediately notify VISTA@CARE of a Member's termination, may be charged to the VISTA Program or to the Grantee/Funding Organization.**

The Program Officer must notify **VISTA@CARE** in writing 1 month prior to the completion of a Member's term of service by completing the **Termination of Childcare Benefits Form**.

During this time, **VISTA@CARE** will begin the process of terminating the childcare benefit. This includes getting the Member and Caregiver to submit all outstanding childcare coupons for final reimbursement. If the Member's end-of -service date changes, the Program Officer must inform **VISTA@CARE** immediately, as this will affect the Caregiver's reimbursement.

# SUMMARIZATION OF APPLICATION PROCESS

## Criteria

1. Full-Time Member (1,700 hours in 12 months)
2. Parent, legal guardian, or custodian of child under 13 who resides with Member
3. Income eligible
4. Needs childcare paid for to participate in VISTA
5. Has selected a legal Caregiver

## Tools for Determining Eligibility (included in State Program Officer's packet)

- Income eligibility chart for your state
- Parameter sheet for your state

## Supporting Documentation Needed

- Birth Certificate or verification of legal custody for all children needing care
  - Proof of Member's gross living allowance
  - Proof of all types of gross income for everyone in the household
  - Copy of Social Security card for relative and non-relative (unlicensed or unregulated) Caregivers
  - **Proof of pensions, benefits, etc. where applicable**
- VISTA@CARE reserves the right to request any additional supporting documentation deemed necessary to determine eligibility.*

## Primary Forms Needed

1. Childcare Eligibility Application and Application Checklist
2. Caregiver Information and Registration Form
3. Reminder Sheet

Step	Who	Action	Form
Step 1	Member, State Program Officer	Complete applicable sections of the Childcare Eligibility Application and the Application Checklist. (See below.)	Childcare Eligibility Application
Step 2	State Program Officer	Determine Member's eligibility, based on information provided on page 1, section B, of the Eligibility Application. Use the income eligibility chart, based on <b><u>total gross household income and family size</u></b>	Childcare Eligibility Application
Step 3	State Program Officer	Complete information Grantee/project information on page 2. Be certain to indicate a valid 14-digit Grant Identification number. Application CANNOT be processed without this number.	Childcare Eligibility Application
Step 4	Member	Read, sign and date Member certification (page 2, section A).	Childcare Eligibility Application
Step 5	State Program Officer	Read, sign, date and print name in Program Director Certification (page 2, section B).	Childcare Eligibility Application
Step 6	Member	Read, initial each item, sign, and date	Reminder Sheet
Step 7	State Program Director	Give Member a Caregiver Information and Registration Form to be completed by selected Caregiver.	Caregiver Information and Registration Form
Step 8	Member	Complete, sign, and return Caregiver	Caregiver Information and

	and Caregiver	Information and Registration Form to Program Officer for signature.	Registration Form
Step 9	State Program Director	Read and sign Program Officer Certification section (bottom of page 2)	Caregiver Information and Registration Form
Step 10	State Program Director	Make copies of application, forms, and all supporting documents to keep in Member's file.	All forms and documents
Step 11	State Program Director	Mail <b>original</b> application and forms (no photocopies) along with supporting documentation.	To: <b>VISTA@CARE</b> C/o NACCRRRA 1319 F Street, Suite 500 Washington DC 20004
Step 12	VISTA staff	Contact State Program Officer, Member, and Caregiver to process and approve the application	Allow 3-4 weeks

### **APPLICATION CHECKLIST**

#### **State Program Officer**

Listed below are a few helpful tips about accessing childcare benefits for your Members. We suggest that you discuss the following items during orientation, before Members actually submit their applications for childcare.

- Review Income Eligibility requirements (refer to Income Eligibility Chart for your state).
- Explain how your state defines legal Caregivers. (Refer to your State Parameter Sheet).
- As much as possible, assist Members in gathering supporting documentation needed to complete the application.
- **IMPORTANT:** Second/Third Year Members must re-apply by submitting a new application, forms, and supporting documentation or complete the VISTA REAPPLICATION FORM **with the Program Officer**. If using the VISTA REAPPLICATION FORM, the Program Officer is held responsible for **thoroughly** reviewing **every** section of the previous application to verify whether or not any changes occurred. In addition, the Member must still provide the Program Officer with all **current** supporting documentation to verify if any changes occurred. **VISTA@CARE** will not automatically continue benefits for Second/Third Year Members. Prior Year benefits will terminate after the Member's last day of service in the previous term year.

### **STATE PROGRAM OFFICER'S CHECKLIST:**

- ☒ Is the Member full time?
- ☒ Does the Member meet all eligibility requirements? (i.e., income eligible, have a need to have childcare paid for, child under 13 years old who resides with them, etc).
- ☒ Has the Member selected a legal Caregiver? (See State Parameter Sheet)
- ☒ Has the Member read and signed page 2, section A, of the Childcare Eligibility Application?
- ☒ Have you completed the Grantee/Project Information on page 2 of the Childcare Eligibility Application?
- ☒ Have you read and signed page 2, section B, (Program Director Certification) of the Childcare Eligibility Application?
- ☒ If you have determined the Member eligible to receive childcare benefits, have you given the Member a Caregiver Information & Registration Form?

### **MEMBER'S CHECKLIST**

Information on eligibility requirements and legal care definitions for your state are provided in the **Program Director's Packet**. Please be advised that the Member's selected Caregiver must meet all state requirements in order to receive reimbursements from VISTA@CARE.

- ☒ Has member attached supporting documentation (i.e., birth certificates for all children needing care, proof of all household income, etc.)? Please provide Member with definitions of who is included as part of the household in your state.
- ☒ If the Member has been determined eligible to receive childcare benefits, have you provided the Member with a Caregiver Information & Registration Form?
- ☒ Has the Member selected a Caregiver who meets the requirements set by your state? If they have chosen an unregulated or unlicensed Caregiver, have they attached a copy of the Caregiver's Social Security card?

◆ Please allow 3 to 4 weeks for your file to be processed. If you have not been contacted within 3 to 4 weeks please call to verify receipt of your application. You may contact us at 1-800-793-0324.

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## CONTACT INFORMATION

ADDRESS:

**VISTA@CARE**  
C/O NACCRRA  
1319 F Street, N.W.  
Suite 810  
Washington, DC 20004

PHONE:

1- (800) 793-0324

FAX:

(202) 393-2416



